



PRIVACY POLICY

Airwing Stitchery Services

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Effective date: August 27, 2026

I run a small shop, and I treat your information the same way I treat your order: with respect, and with no games. This policy explains what I collect, why, and what I'll never do with it. The short version — I collect only what I need to do your job, I don't sell your information to anyone, and you can ask me what I have on file anytime.

1. WHAT I COLLECT

When you request a quote or place an order, I collect what the job requires: your name, business name if you have one, phone number, email address, mailing or delivery address, your artwork or logo files, and the details of your order. If you contact me through the website, by email, or by phone, I keep that correspondence so I have a record of what we agreed on.

I don't collect anything I don't need. I'll never ask for information that has nothing to do with your order.

2. PAYMENT INFORMATION

I use QuickBooks Online (an Intuit product) for invoicing, and payments are processed through QuickBooks Payments. Your full card or bank account number goes to Intuit's secure system, not to me — I never see it and never store it. Intuit handles that information under its own privacy policy, available on its website. I keep only the basic transaction records any business needs: what was ordered, what was paid, and when.

3. HOW I USE YOUR INFORMATION

I use your information to quote, produce, and deliver your order; to contact you about your job — proofs, questions, pickup notices; to keep the business records the law requires; and, if you're a repeat customer, to remember your preferences and past artwork so your next order is easier. If you've claimed the veteran discount, I note that you qualify — nothing more about your service is recorded.

I won't add you to a mailing list without asking, and if I ever send promotional messages, every one will include a simple way to opt out.

4. WHAT I SHARE — AND WHAT I DON'T

I never sell, rent, or trade your information. Period.

I share information only with the people it takes to complete your job: my digitizing service gets your artwork so it can be prepared for embroidery; garment and material suppliers get order details; shipping carriers get your delivery address; and QuickBooks (Intuit) handles invoicing and payment. Each gets only what their part of the job requires. Beyond that, I'd disclose information only if the law required it.

5. YOUR ARTWORK AND PHOTOS OF YOUR ORDER

Your logo and artwork belong to you. I use them only to produce your order, and I keep them on file so reorders are easy.

I'm proud of the work that leaves this shop, and I sometimes photograph finished orders for my website and social media. If you'd rather your order or logo stay out of my marketing, just tell me — no hard feelings, and it won't affect your service.

6. WEBSITE VISITS

Like most websites, www.airwingup.com may use cookies and basic analytics to understand how visitors use the site — things like which pages get viewed. This information doesn't identify you personally, and I don't use it to track you around the internet. You can block cookies in your browser and the site will still work.

7. HOW I PROTECT AND KEEP YOUR INFORMATION

Your information is kept on secured devices and accounts, and as a one-person shop, the list of people with access is short: me. I keep order records and artwork as long as you're a customer and as long as tax and business laws require, then dispose of them properly.

8. YOUR CHOICES

You can contact me anytime to see what information I have about you, correct something that's wrong, have your information deleted (aside from records I'm legally required to keep), or opt out of any marketing. No forms, no runaround — call or email me and I'll take care of it.

9. CHILDREN

My website and services are for adults and businesses. I don't knowingly collect information from anyone under 13, and if I learn I have, I'll delete it.

10. CHANGES TO THIS POLICY

If I change this policy, I'll post the updated version here with a new effective date. The version posted on www.airwingup.com is the one in effect.

11. QUESTIONS

Ask me directly — you'll get the owner, not a call center.

Leonard Jolly

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